**JOB DESCRIPTION**

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| **JOB TITLE:** | Professional Services Associate Consultant – Network & Security |
| **HOURS OF WORK:** | 37.5 hours |
| **REPORTS TO:** | Group Professional Services Director |
| **DEPARTMENT:** | Professional Services |
| **LOCATION:** | Jersey |

## JOB PURPOSE

This is a technical role, providing post-sales consulting, implementation and support in security and networking solutions. The Professional Services Associate Consultant works with clients and partners remotely and/or onsite on engagements of high complexity. The Associate Consultant has demonstrated his/her ability to participate in the success of projects from the pre-sales/scoping phase to project closure.  
  
He/she focuses on design as well as implementation aspects of project delivery, such as requirements analysis & design, and solution implementation and optimization, with any related documentation. His/her ability to learn new technologies, products or solution is recognised.   
  
The position requires a team player with excellent written and verbal communication skills who follows a structured approach for designing & implementing solutions. The Associate Consultant mentors team members and shares experience and knowledge every day and works closely with Consultants in supporting our client’s transformation aspirations.

## MAIN DUTIES AND RESPONSIBILITIES

* Develops a thorough understanding of the customer engagement (objectives, project scope, business, and technical requirements).
* Leads technical conversations to clarify and assess all aspects of an engagement.
* Plays a driving role in scoping meetings and helps in developing statements of work with the relevant work breakdown structures based on accurate analysis of customers' requirements.
* Estimates work efforts.
* Participates in design workshops with customers and/or partners and provides input, as necessary.
* Develops and improves project related documents with any required technical architecture diagrams. These documents might include High-Level Design, Low-Level Design, Migration Plan, Test Plan, Methods of Procedures, Network Implementation Plan, As-Built guide, etc...
* Owns and contributes to the resolution of complex technical escalations in relations to projects in delivery. Interfaces with Customers and other teams.
* Reviews peer documents for technical accuracy and quality assurance.
* Ensures that project documents are accurate, complete, current, and stored appropriately.
* Mentor new hires during onboarding phase. Provide insight on technical aspects as well as procedures and practices.
* Commercial awareness of opportunities to promote Sure products and solutions into customer estates.
* Mandatory participation in the local out of hour’s standby and call out scheme with a contractual obligation to provide call out cover for Managed Services in operation.

**Financials**

* Ensure the service is delivered to agreed budget with the project manager
* Ensure the internal governance process is adhered to at all times

**Customer Satisfaction**

* Communicate clearly to customers the service deliverables, delivery plan and ongoing progress with the assigned Project Manager
* Work with the teams to ensure customer satisfaction levels are exceeded.

**Administration**

* Ensure that Services/Projects are documented and delivered effectively
* Record and store customer meeting notes
* Identify risk areas and communicate these to the team if necessary
* Document projects and file when completed.
* Hand over all necessary documentation to the end customer

**Training**

* Request training as and when required to assist with the position. Sure provide a training and development platform that you will have full access to as well as manfuacturer training and certifications.
* In addition the person will be required to
* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position.
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy.
* Work in accordance with the safety procedures and safe working policies of Sure.
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**THE WAY WE DO THINGS**

* We work together as One Team,
* We strive for Customer Satisfaction,
* We are Reliable,
* We have a Passion for Technology & Learning
* We are Community & Sustainability Focused

## SKILL REQUIREMENTS

**Essential**

* Minimum requirement to have Cisco CCNP routing and switching
* A proven experience of implementing and supporting solutions based upon:
  + Cisco Switching
  + Cisco and Meraki Wireless
  + Cisco Routing
* Experience of the following would be advantageous:
  + Cisco Security (including ASA, Firepower, ISE, Umbrella, SecureX)
  + SD-WAN
* Desirable expertise in NGFW and at least 2 of the following technologies: Advanced Thread Protection, Endpoint Security, Application Security, Web Application Firewall, Network Security Management, SIEM, Network Virtualization, Software Defined Networks (SDN).

**Experience**

* Possess 3-7 years’ experience implementing and supporting Cisco networking solutions
* Product knowledge covering Cisco and Meraki, experience of Mitel, VMware/ Microsoft Azure would be advantageous.
* Passionate commitment to technology, quality, and success.
* Have a flexible attitude to work, able to work within teams or to work alone as necessary, with or without direct supervision and trust.
* Be able to demonstrate a track record of providing and focusing on customers and customer care, working quickly, efficiently, and accurately.
* Demonstrated ability to effectively communicate by phone, in person or written
* Shows initiative and acts independently to resolve problems
* Demonstrated high levels of accuracy with excellent time management and organizational skills
* Experience of customer relationships with the confidence and presence to successfully discuss and advise customers
* Demonstrated ability to achieve successful outcomes in handling difficult situations and work with various customers and management levels

**Personal/Behavioural attributes:**

* Inspirational Communicator
* Professional
* Proactive
* Team Player